

IN THE CLAIMS

All pending claims are reproduced below.

1. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on

gambling activities, stored in a database, of the customer at two or more

properties, where the customer value is specific to the property;

using the computer to determine a cost of the requested resource in accordance with the

customer valuation, the cost being stored in a memory of the computer; and

returning a customer segment, expected nightly profit, and an indication of whether the

customer is incentivized to a resource manager so that the resource manager

determines a price for the resource, where the resource manager is a software program.

2. (Currently amended) The method of claim 1, wherein the customer gambling activities are located at properties different from the property for which the customer is being valued.

3. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, where valuing the customer comprises:

determining a theoretical win for the customer;

determining daily profits for the customer in accordance with the theoretical win; and

determining a customer segment in accordance with the daily profits; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

4. (Original) The method of claim 3, further comprising determining whether the customer should be incentivized.

5. (Previously presented) The method of claim 3, further comprising adjusting the daily profits in accordance with the number of nights that the customer stays in a property overnight.

6. (Original) The method of claim 3, further including determining the customer segment in accordance with total nightly profits.

7. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on

gambling activities, stored in a database, of the customer at two or more

properties, where the customer value is specific to the property, wherein valuing

the customer is also based on the fact that a first type of game is less profitable than other types of games; and
using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

8. (Canceled)

9. (Canceled)

10. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:
receiving a request for a resource for the specific property for a customer;
using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, wherein valuing the customer also includes determining whether there are to be multiple customers in a room; and
using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

11. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:
receiving a request for a resource for the specific property for a customer;
using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more

properties, where the customer value is specific to the property, wherein valuing the customer also includes determining a default theoretical win for the customer if when there is no data from previous trips of the customer to one or more of the properties; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

12. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, wherein valuing the customer also includes determining an actual theoretical win for the customer based on data from previous trips of the customer to one or more of the properties; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

13. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, wherein valuing the customer also includes determining an average daily profit for the customer based on data from previous trips of the customer to one or more of the properties, by gaming type; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

14. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;

using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, wherein valuing the customer uses a default ~~“source”~~ source theoretical win value if when there is no data on the customer's previous trips to one or more of the properties and the source of the customer is known; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

15. (Currently amended) A computer-implemented method of determining a customer valuation for a specific property, comprising:

receiving a request for a resource for the specific property for a customer;
using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more properties, where the customer value is specific to the property, wherein valuing the customer uses a default theoretical win value specific to the property if when there is no data on the customer's previous trips to one or more of the properties and the source of the customer is not known; and
using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

16. (Previously presented) The method of claim 1, wherein valuing the customer uses data based on the customer's previous trips to hotels only.

17. (Previously presented) A system for determining a customer valuation for a specific property, comprising:

a user interface receiving a request for a resource for the specific property for a customer;
and
a customer valuation system, valuing the customer based at least on gambling activities of the customer at two or more properties, where the customer value is specific to the property; and
a resource manager that receives a customer segment, expected nightly profit, and an indication of whether the customer is incentivized so that the resource manager determines a price for the resource.

18. (Currently amended) A computer-implemented method of determining a customer value for a first property, comprising:

receiving a request for a resource for the first property for a customer;

using the computer to perform a valuing operation for the customer based at least on gambling activities, stored in a database, of the customer at two or more other properties, where the customer value is specific to the first property and where the gambling activities at the two or more other properties would result in a different valuation for the customer at a second property that is different from the first property, wherein valuing the customer also includes determining an actual theoretical win for the customer based on data from previous trips of the customer to one or more of the properties; and

using the computer to determine a cost of the requested resource in accordance with the customer valuation, the cost being stored in a memory of the computer.

19. (Canceled)

20. (Canceled)